



London Borough of Barnet,
2 Bristol Avenue,
Colindale,
London NW9 4EW
15 February 2021
Our ref: 6899352

Thank you for your request received on 31 December 2020, for the following information:

I am writing to make an open government request for all the information to which I am entitled under the Freedom of Information Act 2000.

Please send me:

- 1) Who is the the person responsible for council tax, business rates and parking collections and more specifically the enforcement of debts relating to these**
- 2) Can you provide email and telephone contact details for the above person?**
- 3) Do you have formal contracts with service level agreements for the enforcement of these debts?**
- 4) If so, what are expiry dates for the contracts above?**

I would like the above information to be provided to me as electronic copies

If this request is too wide or unclear, I would be grateful if you could contact me as I understand that under the Act, you are required to advise and assist requesters.

I understand that you are required to respond to my request within the 20 working days after you receive this correspondence.

We have processed this request under the Freedom of Information Act 2000.

Response

I can confirm that London Borough of Barnet holds the information you requested.

However, we consider that the following exemptions apply to some of the information requested. The remaining information is not withheld and is below/attached.

1) Who is the the person responsible for council tax, business rates and parking collections and more specifically the enforcement of debts relating to these

Revenues and Benefits. No specific person businessrates@barnet.gov.uk,

Parking debt collections falls within the parking services led by the Head of Parking and Infrastructure

2) Can you provide email and telephone contact details for the above person? As above

Revenues and Benefits. businessrates@barnet.gov.uk,

Parking Services. Parking.clientteam@barnet.gov.uk

3) Do you have formal contracts with service level agreements for the enforcement of these debts?

Revenues and Benefits. Yes

Debt collection is covered by the contract with NSL Services Limited.

4) If so, what are expiry dates for the contracts above?

Revenues and Benefits. September 2023

The contract with NSL commenced on 1 November 2018 and has an initial term of five years

Further information

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

Advice and Assistance : Direct Marketing

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link www.ico.org.uk

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

Your rights

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: foi@barnet.gov.uk. Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website www.ico.org.uk). There is no charge for making an appeal.